

Q: I am unable to generate a Certificate of Clean Hands through the automated system. What do I do?

A: Contact us at **(202) 724-5045**—we are happy to help!

Q: My business is a disregarded entity and reports its income under a parent entity; how do I ensure that this information is captured correctly to avoid problems with obtaining a Certificate of Clean Hands?

A: Be sure that all schedules are complete when submitting return information for a parent entity — Schedule K allows you to list all disregarded entities for which income is reported. If you have questions or concerns regarding complex business structures, please contact us.

Q: For how long is a Certificate of Clean Hands valid?

A: A Certificate of Clean Hands can be validated in real-time by using our system at MyTax.DC.gov. As such, the certificates do not expire. However, the agency or entity that has requested you to provide the certificate may have their own requirements regarding when a certificate must be requested.

Q: I do not have a taxpayer identification number (ITIN, SSN, or FEIN). How can I request a Certificate of Clean Hands?

A: An ITIN is required to generate a Certificate of Clean Hands online. If you have a unique situation and need assistance, please contact us at **(202) 724-5045** and a representative will be glad to help.

E-SERVICES UNIT

(For technical assistance with the MyTax portal.)

☎ (202) 759-1946

✉ e-services.otr@dc.gov

If you are logged into your MyTax account, you can send a webmail message to e-Services directly from the portal.

CLEAN HANDS INQUIRIES

- Specific clean hands inquiries can be emailed to Cleanhands.cert@dc.gov
- For additional information, please contact OTR's Compliance Administration, Collections Division at **(202) 724-5045** or email CleanHands.cert@dc.gov.

Government of the District of Columbia



Certificate of Clean Hands



YOUR VOICE AT OTR!

What is a Certificate of Clean Hands?

A Certificate of Clean Hands may be required to obtain a business license, a grant, a contract or other goods or services from the District. However, District law provides that if a debt is owed to the District of Columbia of more than \$100.00 and/or if an individual or entity has failed to file required District returns, then those individuals or businesses are not entitled to a Certificate of Clean Hands.

How do I obtain a Certificate of Clean Hands?

Obtaining a Certificate of Clean Hands is as easy as 1-2-3!

DC Residents:

1. Log in or create a MyTax.DC.gov account
2. Click "Request a Certificate of Clean Hands" to confirm or complete required information
3. If you are in compliance, a Certificate of Clean Hands will be generated instantly!

Non-DC Residents:

1. From www.MyTax.DC.gov, without logging in, click on "Request Certificate of Clean Hands" under the "Business" tab on the homepage and follow the prompts.

Business Tax Compliance Checklist:

- ☐ Did you register by submitting a completed Form FR-500 on MyTax.DC.gov?
- ☐ If you owe a liability over \$100, is it part of an established payment agreement?
 - Payment agreements can be set up on MyTax.DC.gov or by calling the Collections Division at (202) 724-5045.
- ☐ Have you filed all required returns?
- ☐ Have all returns and payments posted to your account?
 - All businesses are required to file Personal Property Tax returns unless they are exempt entities
 - If a business has taxable sales in the District, a Sales and Use Tax return is required even if the sales reported are \$0

SCAN ME

For more information!



D.C. Code § 47-2862

The District of Columbia's "Clean Hands" Mandate stipulates that individuals and businesses are to be denied City goods or services (e.g. licenses, permits, grants, contracts) if there is a debt owed to the District of Columbia of more than \$100.00 for fees, fines, taxes, or penalties; and/or the taxpayer has failed to file required District returns.

What can I do on MyTax.DC.gov?

NON-LOGIN OPTIONS

- Register a business (FR-500)
- Request a Certificate of Clean Hands for a non-DC resident
- Request an exemption

LOG IN OPTIONS

- Request a Certificate of Clean Hands for a DC resident
- Establish a payment agreement
- Send secure messages
- Update your personal or business information
- Add or change officers
- Request a refund
- Request a penalty waiver
- View letters sent by OTR